



Attention Verizon Customers

Your communications services may have been interrupted due to a fire in Lawrence that damaged a major cable providing service to your community.

During this is major extended service outage, you may select from a number of service options to assist you during the outage. These can be arranged by contacting:

Verizon Repair Service at 1-800-VERIZON (837-4966)

Service options include:

Call Intercept: This service will forward incoming calls to a recorded message informing the caller that the line is out of service and is being repaired by Verizon. Intercept is available in all areas.

Call Forwarding: This service will transfer your incoming calls to a telephone number of your choice. (For calls forwarded to toll areas, applicable toll charges will be billed to your account.) With this service, callers to your number won't know that their calls are being forwarded. This service is available in all areas.

Call Answering: This service provides small business or residence customers with the capability to receive and store voice messages, and to retrieve them by using a touch-tone telephone. Call Answering is not available in all areas.

Medical Emergencies: Customers with a critical medical condition, who don't have an alternate phone, should let us know so we can arrange for alternative telephone service during the outage.

We are sorry for any inconvenience this outage may cause.

Donna Powers
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